

SECTION: FOOD DELIVERY SYSTEM

SUBJECT: Food Instrument Receipt and Distribution

ITEM: *Food Instrument Replacements*



Policy	Local agencies shall replace food instruments for participants according to the following guidelines.
---------------	---

Basis for policy	7 CFR 246.12 (f) and 246.4 (11) (iii)
-------------------------	---------------------------------------

Food instrument replacement guidelines	<p>Local agencies shall issue replacement food instruments for participants in any of the following situations:</p> <ol style="list-style-type: none">1. The participant was issued an incorrect food package or the prescription has changed due to a change in the participant's status (e.g. breastfeeding to non-breastfeeding).2. The food instrument(s) was printed with an incorrect grocer name.3. The food instruments were severely damaged and are no longer acceptable by commercial banks, e.g., torn, perforated, partially burned, water soaked, etc. However, a portion of each food instrument must be legible so that the serial number can be verified.4. The grocer name printed on the food instrument is no longer available for business, i.e., change of ownership, out of business, fire, flood, etc.5. The participant is transferring from another local agency, either within or outside of California.6. The participant's choice of authorized foods at the store designated on the food instrument exceeds the maximum dollar value of the food instrument, and authorized foods with a lower value are not available.7. The grocer has insufficient stock of a particular authorized food required by the participant.
---	--

Food instrument replacement guidelines (cont'd)

8. The participant returns a valid food instrument requesting a change in grocer or food item. For example, the participant wants the standard soy-based formula to replace the standard milk-based formula on their food instrument.
9. Mailed food instruments not received by participants: If participants report that they did not receive their mailed food instruments and ask for replacement food instruments, the food instruments may be replaced following the guidelines in WPM Section 380-10, "Mailing Food Instruments to Participants."
10. Local agencies may issue replacement food instruments to a participant who is temporarily away from the area of her/his local agency, either within or outside of California. Food instrument replacement in this case is not required but is at the discretion of the local agency. Individuals transferring from out-of-state must either present a Verification of Certification (VOC) document from the state from which they are transferring, or enroll in WIC as a new participant. Once the individual transferring from out-of-state is enrolled in the California WIC Program, the local agency may, at its discretion, exchange the participant's out-of-state food instruments for food instruments issued by a local agency.

Exceptions: Local agencies must request and obtain a written waiver from WIC Branch regional staff before food instruments can be replaced under circumstances which do not meet these guidelines. All exceptions must be documented in ISIS.

Local agencies shall not replace expired, lost or stolen food instruments.

Food instrument replacement procedures

Local agencies shall issue replacement food instruments in accordance with the following procedures:

1. Collect the previously issued food instruments, including food instruments from outside of California.
2. All California food instruments as well as food instruments from outside of California being replaced must be voided. See the ISIS Training Manual, Section 28, "Void Food Instruments."
3. Store all voided food instruments as described in WPM Section 350-10, "Food Instrument Security and Integrity of the Distribution Process," and Job Aid 97-04, "Maintaining Voided Food Instruments"

**Food
instrument
replacement
procedures
(cont'd)**

Throughout the Day." Shred the voided food

instruments after completion of the Daily Voided Food Instrument Reconciliation report. Refer to Job Aid 97-04, "Daily Voided Food Instrument Reconciliation," for more information on the report.

4. Issue replacement food instruments appropriate to the participant's category and age. The issue date shall be the same as the original issue date found on the voided food instruments.

If the exchange is for a participant from outside of California, the previously issued food instruments will differ from the California food instrument package in terms of the combination of foods and the quantities listed on individual food instruments. In these cases, the local agency Registered Dietitian, CPA/WNA, shall determine which food instruments to issue to the participant based on the nutritional needs of the individual.

**Returned food
instruments**

A local agency is encouraged to instruct participants to return any unused and expired food instruments to the agency at the time of the participant's next appointment. Local agencies shall write the word "EXPIRED" on the face of the food instruments returned, and shall shred them at the end of the day. When participants return unwanted and unused food instruments which have not expired, the local agency shall void the food instruments in ISIS, write "void" on the face of the food instruments, and shall shred them with the daily voided food instruments.
